

# WHAT TO EXPECT FROM GREENWICH SENDIASS

## Aim of the service

We aim to empower parent carers and young people to play an active and informed role in their child's, or their own education. We do this by providing the right amount of information, advice, and support at the right time.

## Eligibility for SENDIAS Services

The Greenwich SENDIAS Service is for parents, carers, children, or young people who meet all the following criteria:

- Child/young person lives in Greenwich and,
- Child/young person has special educational needs or disabilities (SEND) and,
- Child/young person is under the age of 25.

## Levels of service from Greenwich SENDIASS

SENDIASS offers three levels of service:

Information	On our website <a href="https://www.greenwichsendiass.uk">greenwichsendiass.uk</a>	This is available to everyone.
Advice	Via our duty line: 020 8921 8402 and email: <a href="mailto:sendiass@royalgreenwich.gov.uk">sendiass@royalgreenwich.gov.uk</a> .	This is available to everyone.

Support	Through a bookable appointment	Bookable appointments help parents/carers to complete one-off pieces of work like reviewing application forms, draft plans or contributing to working documents. There are a limited number of bookable appointments, parents and carers with additional needs are prioritised.
	One-to-one support if necessary from an assigned SENDIASS officer. This can be on the phone, email, online meeting or face-to-face. You can access one-to-one support by contacting the telephone helpline: 020 8921 8402 or email: <a href="mailto:sendiass@royalgreenwich.gov.uk">sendiass@royalgreenwich.gov.uk</a> .	One-to-one support is only available to people who meet the following criteria: You are a child or young person under the age of 25 with special educational needs or a disability or, You are a parent/carer of a child or young person with SEND and you are unable to advocate for your child without extra help because: <ul style="list-style-type: none"> <li>• you have literacy or communication needs.</li> <li>• you require translation/interpretation services.</li> <li>• you have a medical condition affecting your ability to advocate.</li> <li>• you are experiencing multiple, unusually complex issues that overwhelm your ability to advocate e.g., appeals for multiple children at the same time</li> </ul>

### What do we mean by 'Advice'?

You can call or email the service for advice with any aspects of education, health, or social care. Legally trained advisors will respond to your enquiry by providing factual advice based on SEND legislation, signposting, suggestions, information documents or template letters. It is common for service users to return for further advice as they work through their issue/s.

The service does not keep records about the enquiry or the service user. This reflects the nature of the service and helps to streamline operations, enabling us to respond quickly to all enquiries.

### What do we mean by 'Support'?

Most service users who need SENDIASS support are experiencing complex circumstances. To make sure you get the right help, your SENDIASS officer will listen and ask questions about your situation. They will discuss with you the main outcomes you want to achieve. These will be the things that will make the most difference to the child/young person. The SENDIASS officer will then help you work toward these via phone, email, video call and if necessary, face-to-face.



The SENDIASS officer will:

- talk to you about what you can do yourself and what you need their help with. They will always try to help you develop the knowledge and skills to advocate yourself.
- be impartial, this means they are not on anyone's 'side'. They will give you factual, unbiased information and explain the options so that you can make decisions. They will not tell you what to do.
- be assigned based on their expertise and capacity. All staff are DBS checked and trained in SEND law.

Support work will end:

- when the outcomes have been achieved.
- when you have reached a stage where together we feel you are able to proceed without help.
- when the support you need to achieve the outcomes is outside of the SENDIASS remit (in this case we will signpost to other services).

Support work is different for everyone however these are examples of the things SENDIASS officers do and do not do:

 <b>SENDIASS officers do</b>	 <b>SENDIASS officers do not</b>
<ul style="list-style-type: none"> <li>• Listen to, guide, and advise the service users.</li> <li>• Explain options, jargon and processes.</li> <li>• Provide templates and examples for letters, emails, and paperwork.</li> <li>• Help to prepare for meetings or tribunals.</li> <li>• Accompany service users to meetings on a need only basis. (Please see one to one support on page 2).</li> <li>• Review documents.</li> </ul>	<ul style="list-style-type: none"> <li>• Write letters or emails for the service user.</li> <li>• Arrange meetings or take minutes.</li> <li>• Complete paperwork on behalf of the service users.</li> <li>• Print or photocopy documents for the service users.</li> <li>• Formal complaints about other services.</li> </ul> <p>*Unless the service user has specific accessibility requirements</p>

## Consent

Greenwich SENDIASS is an “opt in” service; we provide advice and support to parents, carers, and young people at their request. We do not offer a service solely based on a referral from another agency and encourage professionals to help parents, carer or young person contact us themselves. We make exceptions to this if the professional has the parent carers or young person’s permission to speak to us and provides a professional referral form signed by the parent, carer or young person.

If we are invited to attend a meeting organised by another agency e.g., a Team Around the Family or an Annual Review meeting, we will not participate unless the parent, carer or young person is already receiving our support and is unable to advocate in the meeting. SENDIASS Officers do not attend Child in Need or Child Protection meetings.

In some cases, we may decide that another service can better help the individual because they offer greater expertise than Greenwich SENDIASS. In this case we will refer or signpost. We may do this instead of, or in addition to, offering advice or support ourselves. We will explain this and ask for permission.

We ask all young people (16+) to provide consent for us to give their parents specific advice and support. Consent can be given in a form that reflects the young person’s communication preferences: verbal, text, written, email etc and is recorded on our database. Without consent, parents can still have general advice, but we will not do things like review documents relating to the young person or provide support to act on the young person’s behalf e.g., lodging appeals. If parents do not think the young person has capacity to provide consent, they can discuss this with the service.

## Timescales

Greenwich SENDIASS uses date order to give fair access to services. We aim to answer all incoming helpline calls between 9am-5pm Monday-Thursday and 9am-4pm on Friday. The landline will be unavailable from 12:30pm-1:30pm for lunch. Outside of office hours and when the SENDIASS duty officer is already on a call, we use an answerphone service.

We aim to respond to answerphone messages and emails to our service inbox ([sendiass@royalgreenwich.gov.uk](mailto:sendiass@royalgreenwich.gov.uk)) within 2 working days and in date/time order. If support is provided by an assigned SENDIASS officer, the worker will aim to make their initial contact and respond to ongoing communications within 5 working days unless other timescales are agreed with the person.